GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:4
ANSWERED ON:24.02.2016
IT Enabled Services in Post Offices
Chaudhary Shri P.P.;Joshi Shri Chandra Prakash

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Information Technology (IT) enabled facilities like ATMs, Core Banking Solutions, Information and Communication Technology, etc. are being accessed in the Postal Department;

(b) if so, the details thereof;

(c) whether postal services are being hampered by erratic internet services; and

(d) if so, the remedial steps taken/proposed to be taken in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 4 FOR 24th FEBRUARY, 2016 REGARDING "IT ENABLED SERVICES IN POST OFFICES".

(a) Yes, Madam.

(b) IT Modernization Project of Department of Posts was approved by the Government of India with a total outlay of Rs 4909 crore. The Project involves computerization and networking of 1,55,000 Post Offices in the country, including approximately 1,30,000 Branch Post Offices in rural areas. The project also involves providing a Central Server enabled integrated, modular and scalable solution for all the operations of the Department of Posts. These include provision of Core Banking and Insurance Solutions in all Departmental Post offices and provision of 1000 ATMs. As on 22.02.2016, 17057 out of 25297 post offices are utilizing Core Banking Solutions. Core Insurance Solution is rolled out in 805 Head Post Offices and the corresponding sub offices. 510 ATMs have been installed. Further, Information and Communication Technology is being utilized to connect all Branch Post Offices. It also involves creation of IT Infrastructure like Data Centre, Disaster Recovery Centre, setting up of a Wide Area Network (WAN) and providing hand-held devices for postal, banking and insurance transactions to all the Branch Post Offices. At present the Project is in the implementation stage.

(c) Yes, Madam. In some offices, erratic and unstable internet services do hamper postal operations occasionally.

(d) Multiple safeguards have been built into the system to ensure stable internet connectivity for the post offices. Most of the Offices have been provided with two Network Service Providers, NSP-1 (BSNL) and NSP-2 (SIFY Technologies Ltd.) The NSP-2 is used as back- up in case of any problem arising in NSP-1. Therefore, adequate redundancy has been built into the system. Monitoring of bandwidth utilization is done on real time basis to identify network problems. Service Level Agreements with penalties are in place with the Service Providers. To address operational problems, Circle Heads are authorized to upgrade bandwidth as and when required. In case of any network problems that arise as part of regular operations, a well managed response system has been set up. The project has a Help Desk wherein individual problems are raised, which are managed and resolved immediately.

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